



February 9, 2009

Dear Resident:

New Jersey American Water is committed to providing high-quality, reliable water service to our customers. This requires continually investing in our distribution system. One of these distribution system improvements is scheduled to take place in your area.

Beginning the week of February 16, 2009, New Jersey American Water will be installing approximately 24,000 feet of water main in Jessups Mill Road and Union Road in East Greenwich Township and Mantua Township. This project is intended to improve the reliability of water service to the area.

For the safety of the public, our employees and our authorized contractors, this necessary road work will require periodic shifts in traffic patterns from 7 a.m. to 5 p.m. under the direction of the local Police Departments. All local traffic including residents, school buses, mail carriers and trash vehicles will be provided access to minimize the inconvenience. Should you require access to your property during the hours of construction, please notify one of the traffic officers stationed at both ends of the construction site.

Be assured that our crews will work quickly and diligently to complete this important improvement to our distribution system. Please use extra caution and obey all traffic signs while driving through or near the construction zone.

Weather permitting, installation of the pipeline should be completed in five to six months. Final roadway restoration work will follow in the fall of 2009.

To keep you advised of our progress, we will post updates on our website at www.newjerseyamwater.com. Under "About Us," select "Investing in Our Communities."

We appreciate your patience and understanding while we work to complete this improvement project. If you have further questions about this project, please contact our customer service center at 1-800-652-6987.

Sincerely,

Suzanne Chiavari
Vice President of Engineering